

## **REVISED**

August 25, 2015

Dr. Marvin J. Southard  
Director  
Department of Mental Health  
550 South Vermont Avenue  
Los Angeles, California 90020

Dear Dr. Southard:

The Quality and Productivity Commission thanks you for an informative update on current and future projects during the Department Visit on August 20, 2015. We commend your "Systems Ecology" approach to service improvement.

This forward-looking holistic approach considers the impact of any one-program change on all other stages of treatment and care. By attending to the full "flowchart," it ensures continuity of quality treatment and better outcomes for Mental Health patients.

Commissioners were impressed to learn about the recent approval of Medicaid coverage for substance abuse treatment, which could transform the County's ability to meet the emergent needs of critical patient populations.

We commend you and your team for the Clergy Academy Program, which engages congregations and other faith-based community organizations in a "mental health literacy" program. The program provides a means of educating and organizing community action for improving mental health wellness.

Members of the Commission commend the Department for forming the Cultural Competency Committee, consisting of Mental Health staff, contract providers, non-profits, consumers and families. The Committee's goal is to include cultural competency in programs countywide, in order more effectively to meet the needs of the diverse populations the County serves.

Commissioners also took note of your quality and productivity improvements in the following areas:

- The successful deployment of EMPI to ensure interoperability between IBHIS and ORCHID. This preserves

***We support plain language***

***Please Conserve Paper – This Document and Copies are Two-Sided  
Intra-County Correspondence Sent Electronically Only***



### **County of Los Angeles Quality and Productivity Commission**

565 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Telephone: (213) 974-1361  
(213) 974-1390  
(213) 893-0322

Website: <http://qpc.co.la.ca.us>

#### **Chair**

Rodney C. Gibson, Ph.D.

#### **1<sup>st</sup> Vice-Chair**

Jacki Bacharach

#### **2<sup>nd</sup> Vice-Chair**

Nancy G. Harris

#### **Chair Emeritus**

Jaclyn Tilley Hill

#### **Immediate Past Chair**

Edward T. McIntyre

Walter Allen, III

Charles G. Bakaly, Jr.

Viggo Butler

Marshal Chuang

Evelyn M. Gutierrez

J. Shawn Landres, Ph.D.

Huasha Liu

Bud Treece

William C. Waddell, DBA

Joseph P. Wetzler

Jacqueline Agnello Wong

Will Wright

#### **Executive Director**

Victoria Pipkin-Lane

#### **Program Manager**

Mary E. Savinar

#### **Program Support**

Laura Perez



***"To enrich lives through  
effective and caring service"***

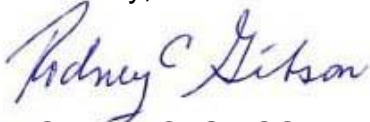
- the Department's unique billing needs, which IBHIS meets for the Department and its community network of providers
- Expanding the "Health Neighborhoods" program, which addresses the root causes of trauma within specific populations, to 11 regions across the County with stakeholders, who take an active role in setting the community's mental health priorities
- Creating competitive billing rate codes that incentivize hospitals to accept patient transfers from the County, thus freeing up beds in County facilities

We look forward to working with your Department on:

- Supporting the expansion of Health Neighborhoods
- Exploring ways to obtain clinical positions for the Health Communities program
- Tracking a multi-county effort to increase the number of alternative treatment facilities, instead of using state hospital beds
- Supporting the Department in its transition to the "Agency Model"

Thank you for a productive discussion. We look forward to working closely with your Productivity Managers, Kumar Menon and Dr. Leticia Ximenez. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON  
Chair

RCG:VPL:LP

c: Sachi A. Hamai, Interim Chief Executive Officer  
Jim Jones, Chief Operating Officer  
Commissioner Shawn Landres  
Commissioner Charles Bakaly, Jr.  
Commissioner Viggo Butler  
Commissioner Edward McIntyre  
Commissioner William C. Waddell  
Jennifer Coultas, Network Chair  
Kumar Menon, Productivity Manager  
Leticia Ximenez, Productivity Manager (Alternate)